

February 28, 2005

Ms. Beth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602

RECEIVED

FEB 28 2005

PUBLIC SERVICE
COMMISSION

Re: Case No. 2000-129

Dear Ms. O'Donnell:

As part of the Order issued by the Commission in the above referenced case, Columbia Gas of Kentucky was required to file certain information on August 15, 2000 and quarterly or semi-annually thereafter. Columbia's most recent filing was on February 15, 2005. It has come to my attention that one response was incomplete. Please find the complete information attached hereto.

Sincerely,



Judy M. Cooper
Director, Regulatory Policy

cc: Anita Mitchell

RECEIVED

FEB 28 2005

BEFORE THE PUBLIC SERVICE COMMISSION

**PUBLIC SERVICE
COMMISSION**

CASE NO. 2000-129

**INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page 22:

Columbia of Kentucky should file its most recent SMRI reports with the Commission on a semi-annual basis.

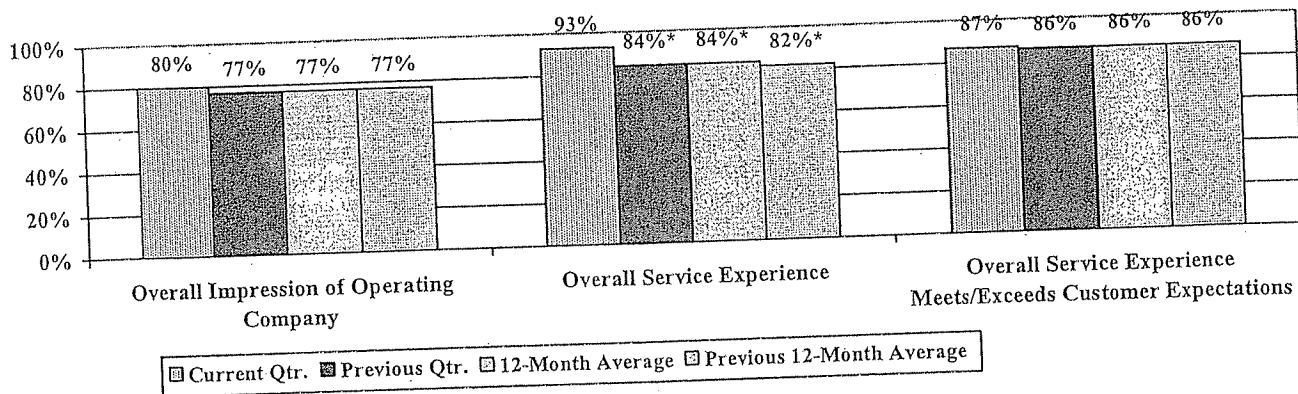
Response:

The Fourth Quarter 2004 report is attached.

-- Columbia Gas of Kentucky --

Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



- Columbia Gas of Kentucky customers gave significantly higher ratings for the current measurement in the area of overall service experience compared to the previous quarter, the 12-month average and the previous 12-month average.

Key Drivers of Satisfaction with Overall Service Experience

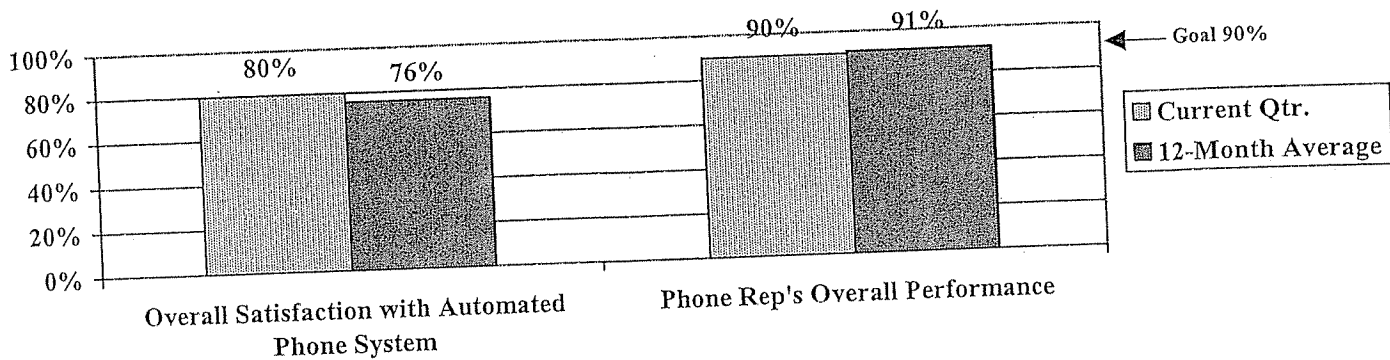
	Columbia Gas of Kentucky		Change	
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep taking care of request quickly and efficiently	93%	90%	+7%*	+3%*
Overall service experience meeting or exceeding customer expectations	87%	86%	+1%	+1%
Overall ease of contacting company to discuss situation	86%	85%	-1%	0%
Phone rep having necessary authority to make decisions	90%	88%	+5%*	+1%
Amount of time it took to complete transaction on IVRU	65%	74%	-8%	-10%
Overall performance of sales rep/ field service rep or work crew	94%	96%	-3%	-2%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

- The key drivers of satisfaction with the overall service experience are shown in the table above. Customers gave a significantly higher percentage of "6" or higher ratings compared to previous quarter as well as 12-month average in the area of phone rep taking care of request quickly and efficiently. Phone rep having necessary authority to make decisions increased significantly compared to the previous quarter.

Overall Satisfaction with Telephone Service

(Percent Rating "6" or Higher on Ten-Point Scale)



Automated Telephone System/Access to Reps

	Current Qtr.	Change from Previous Quarter
Variety of services and information offered	74%	-11%*
Ease of understanding menu options and directions	88%	0%
Amount of time took to get to desired menu option	69%	-8%*
Time to complete automated transaction	65%	-8%
Overall ease of contacting company	86%	-1%
Amount of time spent waiting	80%	+5%

Telephone Rep Service

	Current Qtr.	Change from Previous Quarter
Being courteous and professional	94%	+3%
Treating you as respected customer	92%	+2%
Showing interest and concern	90%	+4%
Displaying skill and knowledge	91%	+4%
Adequately answering questions	91%	+2%
Understanding purpose of call	92%	+4%*
Having authority to make decisions	90%	+5%*
Handling request quickly/efficiently	93%	+7%*

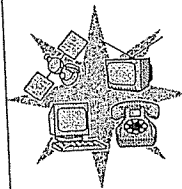
Percent rating "6" or higher on ten-point scale

- Customers gave a significantly lower percentage of "6" or higher ratings compared to previous quarter in the area for two attributes: variety of services and information offered and amount of time it took to get to desired menu option. Customers gave a significantly higher percentage of "6" and higher ratings compared to the previous quarter for three attributes: understanding purpose of call, having authority to make decisions, and handling request quickly/efficiently



Percentage of Cases Resolved with One Call

Current Qtr.	12-Month Average
69%	73%

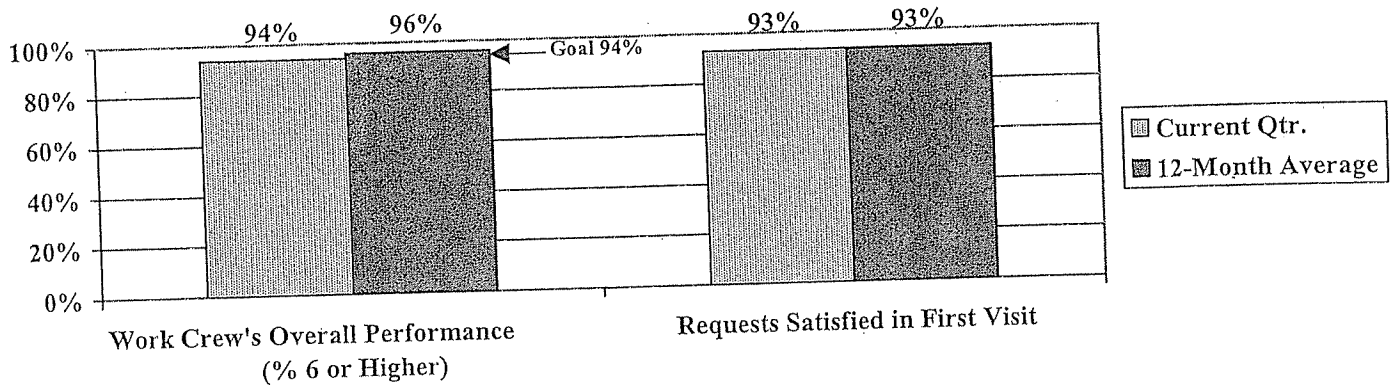


Percent Rating Phone Service as Better/Same as Peer Utilities

Current Qtr.	12-Month Average
90%	84%

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Satisfaction with Service Visit



Scheduling Service Visit

	Current Qtr.	Change from Previous Quarter
Scheduling to meet customer needs	90%	-4%
Telling you when work would take place	87%	-3%
Work crew arriving on time	94%	-1%

Percent rating "6" or higher on ten-point scale

Work Crew Performance

	Current Qtr.	Change from Previous Quarter
Being pleasant and courteous	96%	-1%
Displaying skill and knowledge	99%	+2%
Taking time to explain work	95%	0%
Adequately answering questions	98%	+2%
Being informed about your request	94%	-3%
Performing work quickly and efficiently	97%	0%
Leaving work area neat and clean	98%	+1%

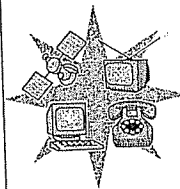
Field Service Rep/Work Crew Displaying Skill and Knowledge



Current Qtr.
99%

12-Month Average
98%

Percent Rating Service Visit as Better/Same as Peer Utilities



Current Qtr.
N/A

12-Month Average
N/A

* Indicates a statistically significant difference from current quarter at 95% confidence level.

COLUMBIA GAS OF KENTUCKY, INC.

Customer Service Center - CKY Calls

2004

Day	Calls Accepted in ACD	Calls Answered	% of Calls Answered in 30 Seconds or Less	Avg. Speed of Answer (Seconds)	Longest Wait (Seconds)	Average Handle Time	Calls Abandoned	% of Total Calls Abandoned
Jan	35,837	33,499	52.54%	73.83	736	188	2338	6.52%
Feb	31,358	30,269	70.24%	38.83	600	201	1089	3.47%
Mar	33,453	32,632	76.80%	29.34	698	192	821	2.45%
Apr	25,441	25,078	85.46%	18.27	476	182	363	1.43%
May	21,939	21,735	88.73%	12.96	262	170	204	0.93%
Jun	22,548	22,236	86.04%	15.69	1380	171	312	1.38%
Jul	21,180	20,718	81.35%	17.06	513	187	462	2.18%
Aug	22,635	21,912	72.75%	25.63	545	197	723	3.19%
Sep	19,299	18,910	82.08%	18.14	548	200	389	2.02%
Oct	22,480	21,845	76.78%	25.64	551	200	635	2.82%
Nov	22,415	21,812	77.15%	27.50	533	201	603	2.69%
Dec	22,430	21,977	81.21%	18.98	414	200	453	2.02%
Total	301,015	292,623	76.39%	29.15	1,380	191	8392	2.79%
AVG	25,085	24,385					699	

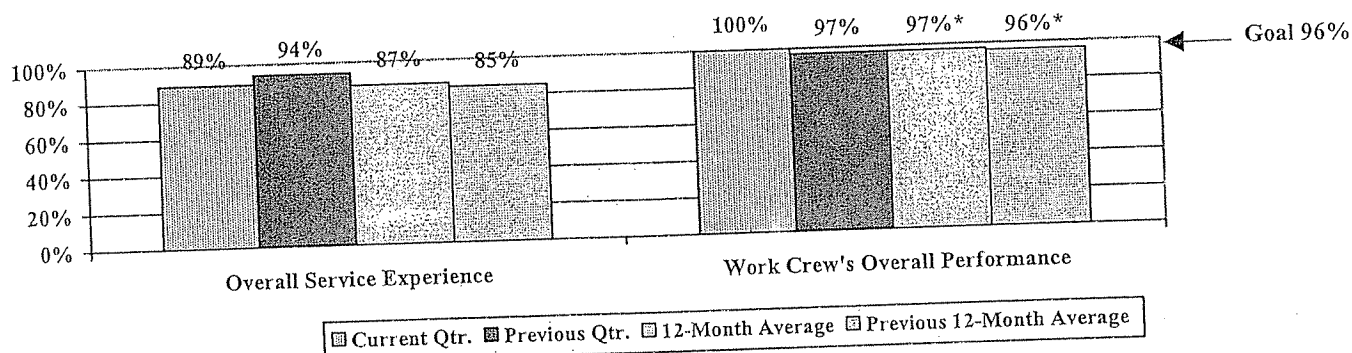
Customer Service Tracking Study Report

4th Quarter 2004

-- Ashland Operating Center --

Primary Measures of Service Quality



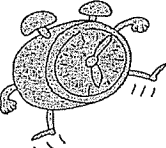

(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	Ashland Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	99%	0%	+1%
Adequately answering all questions	100%	98%	0%	+2%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	99%	0%	+1%
Being informed about specific request	98%	97%	-2%	+1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

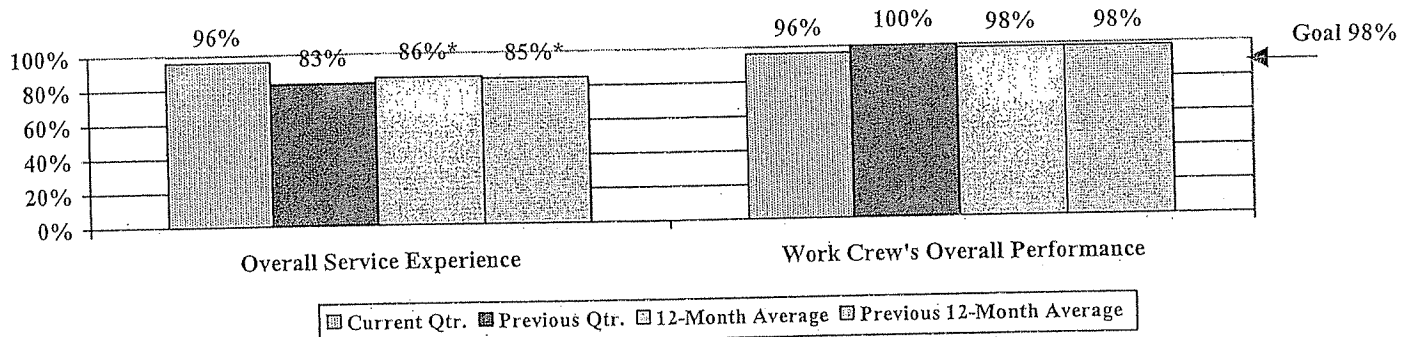
 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <p>Current Qtr. 90% 12-Month Average 90%</p>		 <p>Leaving Work Area Neat and Safe</p> <p>Current Qtr. 98% 12-Month Average 96%</p>	
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <p>Current Qtr. 100% 12-Month Average 98%*</p>		 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <p>Current Qtr. N/A 12-Month Average N/A</p>	

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- East Point Operating Center --

Primary Measures of Service Quality



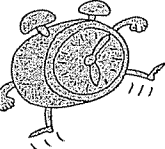
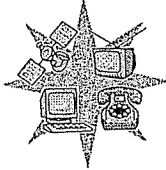
(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	East Point Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	90%	96%	-10%	-6%
Adequately answering all questions	100%	97%	0%	+3%*
Displaying skill and knowledge in job	100%	99%	0%	+1%
Being pleasant and courteous	100%	99%	0%	+1%
Being informed about specific request	94%	96%	-6%	-1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

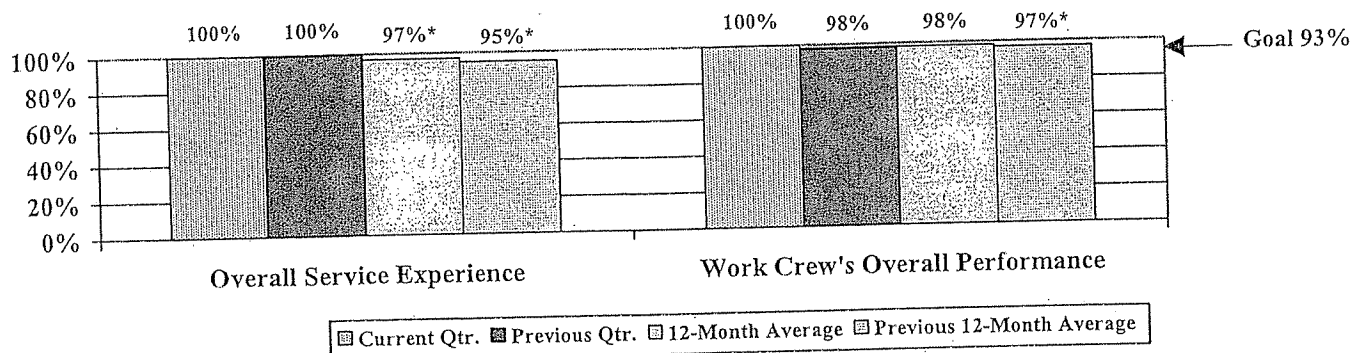
 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>96%</td> <td>91%</td> </tr> </table>	Current Qtr.	12-Month Average	96%	91%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>100%</td> <td>97%*</td> </tr> </table>	Current Qtr.	12-Month Average	100%	97%*
Current Qtr.	12-Month Average								
96%	91%								
Current Qtr.	12-Month Average								
100%	97%*								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>94%</td> <td>92%</td> </tr> </table>	Current Qtr.	12-Month Average	94%	92%	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	Current Qtr.	12-Month Average	N/A	N/A
Current Qtr.	12-Month Average								
94%	92%								
Current Qtr.	12-Month Average								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Frankfort Operating Center --

Primary Measures of Service Quality



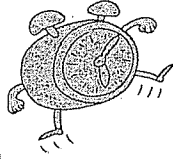
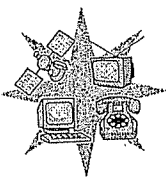
(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	Frankfort Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	86%	96%	-14%	-10%
Being informed about specific request	86%	97%	-14%	-11%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

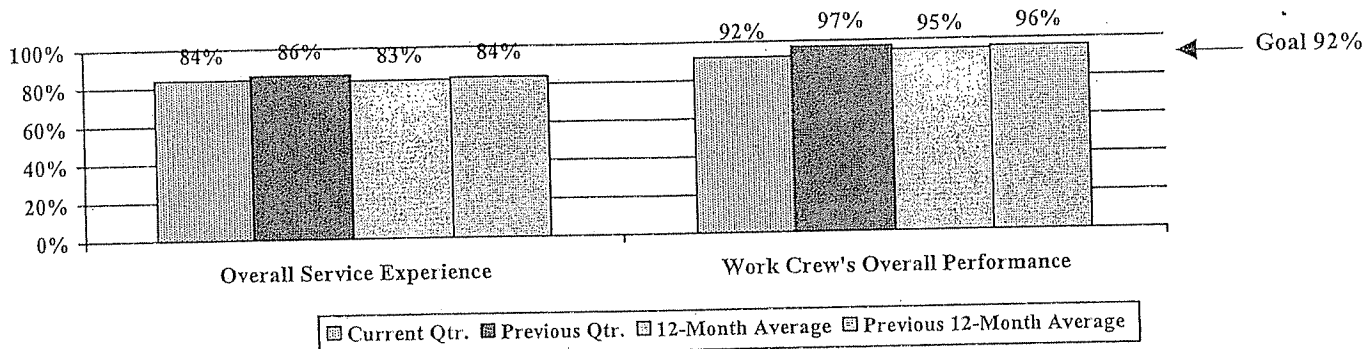
 Overall Service Experience Meeting/Exceeding Customer Expectations		 Leaving Work Area Neat and Safe	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
90%	97%	100%	96%*
 Arriving On Time (Percent Rating "6" or Higher)		 Percent Rating Field Service as Better than or Same as Peer Utilities	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
86%	96%	N/A	N/A

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Lexington Operating Center --

Primary Measures of Service Quality



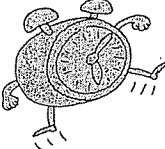
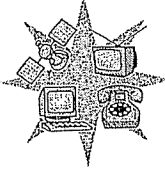
(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	Lexington Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	96%	95%	+1%	+1%
Adequately answering all questions	98%	94%	+5%	+4%*
Displaying skill and knowledge in job	99%	97%	+3%	+2%
Being pleasant and courteous	95%	95%	0%	0%
Being informed about specific request	94%	95%	-1%	-1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 Overall Service Experience Meeting/Exceeding Customer Expectations		 Leaving Work Area Neat and Safe	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
89%	89%	99%	98%
 Arriving On Time (Percent Rating "6" or Higher)		 Percent Rating Field Service as Better than or Same as Peer Utilities	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
96%	94%	N/A	N/A

* Indicates a statistically significant difference from current quarter at 90% confidence level.

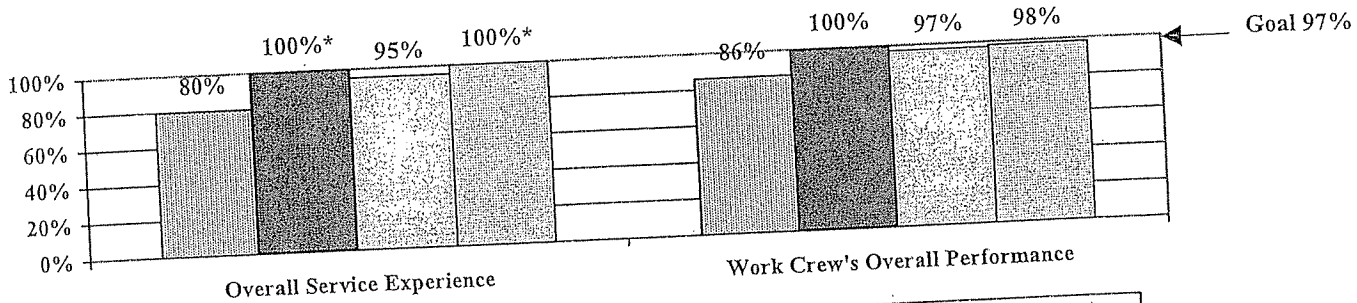
Customer Service Tracking Study Report

4th Quarter 2004

-- Maysville Operating Center --

Primary Measures of Service Quality



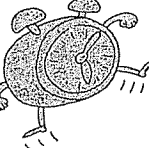

(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	Maysville Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	75%	91%	-25%*	-16%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	86%	95%	-14%	-9%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

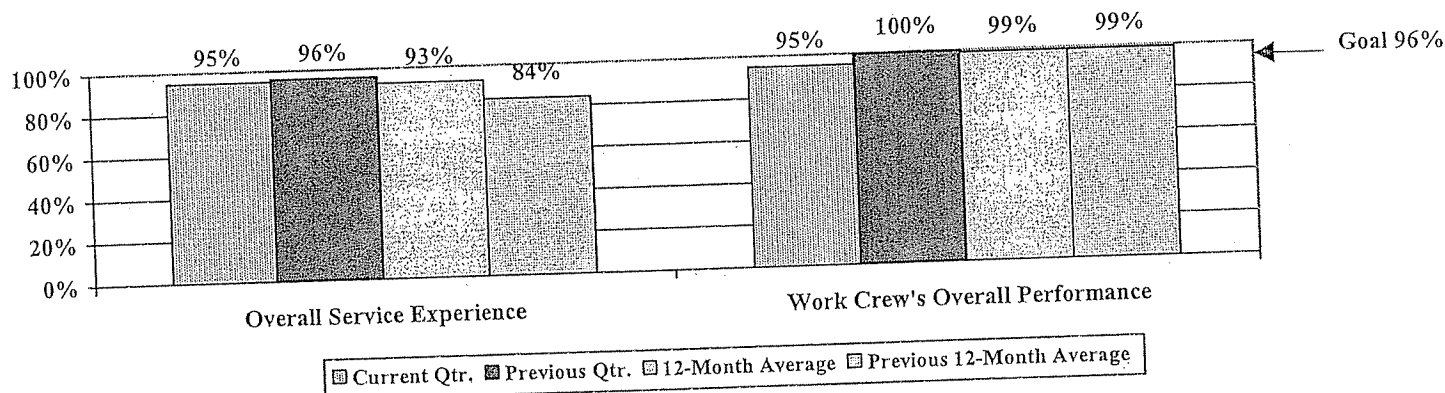
 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <p><u>Current Qtr.</u> <u>12-Month Average</u></p> <p>80% 95%</p>		 <p>Leaving Work Area Neat and Safe</p> <p><u>Current Qtr.</u> <u>12-Month Average</u></p> <p>100% 100%</p>	
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <p><u>Current Qtr.</u> <u>12-Month Average</u></p> <p>65% 88%</p>		 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <p><u>Current Qtr.</u> <u>12-Month Average</u></p> <p>N/A N/A</p>	

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Paris Operating Center --

Primary Measures of Service Quality



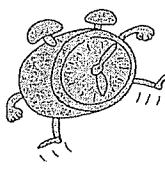
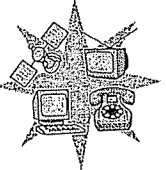
(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	Paris Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	100%	0%	0%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 Overall Service Experience Meeting/Exceeding Customer Expectations		 Leaving Work Area Neat and Safe	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
90%	90%	77%	94%
 Arriving On Time (Percent Rating "6" or Higher)		 Percent Rating Field Service as Better than or Same as Peer Utilities	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
100%	98%	N/A	N/A

* Indicates a statistically significant difference from current quarter at 90% confidence level.

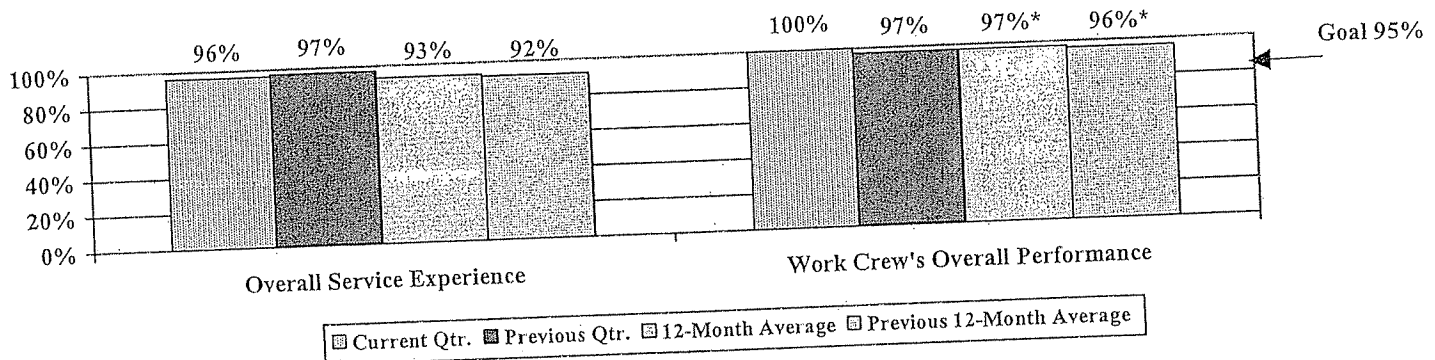
Customer Service Tracking Study Report

4th Quarter 2004

-- Winchester Operating Center --

Primary Measures of Service Quality


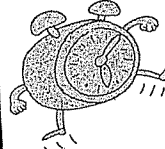

(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	Winchester Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	97%	99%	-3%	-2%
Adequately answering all questions	100%	99%	0%	+1%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	99%	0%	+1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>98%</td> <td>94%</td> </tr> </table>	Current Qtr.	12-Month Average	98%	94%	<p>Leaving Work Area Neat and Safe</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>98%*</td> <td>98%</td> </tr> </table>	Current Qtr.	12-Month Average	98%*	98%
Current Qtr.	12-Month Average								
98%	94%								
Current Qtr.	12-Month Average								
98%*	98%								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>91%</td> <td>95%</td> </tr> </table>	Current Qtr.	12-Month Average	91%	95%	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <th>Current Qtr.</th> <th>12-Month Average</th> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	Current Qtr.	12-Month Average	N/A	N/A
Current Qtr.	12-Month Average								
91%	95%								
Current Qtr.	12-Month Average								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 90% confidence level.